



# Walworth County

## How Do I Guide

### System Practices

Job Function	County Information
Intake	<ul style="list-style-type: none"> <li>The Information and Referral functionality will not be used.</li> <li>When populating the Person Search window, if the person's name is not known, the worker should enter "Unknown" as the First Name and Last Name.</li> <li>Service Intakes will be completed for Child Welfare, JIPS, Delinquencies and Kinship.</li> </ul>
Search	<ul style="list-style-type: none"> <li>Search the County System and WiSACWIS for client information.</li> <li>When performing a Person Search, provide all pertinent demographic information.</li> </ul>
Initial Assessment	<ul style="list-style-type: none"> <li>The Assessment Extension function will not be used.</li> </ul>
Court/Out of Home Placement	<ul style="list-style-type: none"> <li>The CPS Placement Request function will not be used.</li> </ul>
Case Maintenance	<ul style="list-style-type: none"> <li>Case Notes will be used to document Assessment Contacts and Initial Face-to-Face Contacts.</li> <li>The Meetings function will be used for scheduling Administrative Reviews.</li> <li>The Medical/Mental Health functionality will be used according to agency policy and HIPAA guidelines.</li> </ul>
Juvenile Justice	<ul style="list-style-type: none"> <li>All Juvenile Justice cases will be entered in WiSACWIS.</li> <li>JCI and on-going workers will use the Juvenile Justice templates in WiSACWIS.</li> <li>The Meetings function will be used for scheduling JCI Intakes.</li> </ul>
Financial	<ul style="list-style-type: none"> <li>IV-E Eligibility determination will be performed by Maximus.</li> </ul>
WiSACWIS Policies and Procedures Manual	<ul style="list-style-type: none"> <li>The county's manual can be accessed on the shared "Venus" S: Drive/ Human Services/ WiSACWIS.</li> </ul>
WiSACWIS Help	<ul style="list-style-type: none"> <li>For questions regarding policies please contact your immediate supervisor.</li> <li>For all other system related issues please contact your county security delegate.</li> <li>After hours workers calling the WiSACWIS Help Desk should request that all feedback be communicated via email.</li> </ul>
Templates	<ul style="list-style-type: none"> <li>When completing work within WiSACWIS access templates prior to approval. Once work is approved, templates that have not been previously accessed for that work cannot be opened.</li> <li>Template Mapping documents can be accessed on-line at:  <a href="http://apps3.dhfs.state.wi.us/wisacwis/Knowledge_Web/Helpdesk/template_mapping/Templates/template_mapping.htm">http://apps3.dhfs.state.wi.us/wisacwis/Knowledge_Web/Helpdesk/template_mapping/Templates/template_mapping.htm</a> </li> </ul>

### Ticklers

Tickler Name	How is it created?	How is it removed?	When does it display on my Ticklers tab?
Assessment Due	When the Protective Services Report is linked to an existing case or used to create a case.	When the supervisor approves the assessment.	The Assessment is due 60 days from the date the PS Report is screened in by the supervisor. This tickler will display on the worker's Tickler tab 14 days before the Date Due.
Case Progress Evaluation	The Case Progress Evaluation tickler is created when the supervisor approves the Case Plan. However dates are set based on the first specific goal entered into the Case Plan.	The tickler is reset, if any specific goals are open, when a Case Progress Evaluation has been completed and has received supervisory approval. The tickler is deleted when the case is closed or transferred to the adoption unit.	The Case Progress Evaluation is due 90 days from the date the first Specific Goal was entered for any case participant on the Case Plan. This tickler will display on the worker's Tickler tab 21 days before the Date Due.
Medicaid Certification Due	When an initial certification is entered in the system.	When the new certification is entered for the child.	The Medicaid certification is due 1 year after the initial certification was completed. This tickler will display on the worker's Tickler tab 30 days before the Date Due.
Home License About To Expire	When a home provider license is created.	When the status of the license is changed to Renewed, Revoked, Closed or Expired.	The Home Provider License expiration date is based on the date entered in the Effective To Date on the Home Provider License window. This tickler will display on the worker's Tickler tab 65 days before the expiration date.



WiSACWIS Help Desk (866) 335-2180



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Permanency Plan Due	When an Out of Home Placement is created, a date is entered in the 'Date removed from his or her home' field, and the placement is approved.	This tickler can be deleted: when a permanency plan has received supervisory approval; the Out of Home Placement is ended and the 'Discharge Reason' field completed; or the Out of Home Placement is ended with reason 'Placement made in error.'	The Permanency Plan is due 60 days from the child's initial placement date. This tickler will display on the worker's Tickler tab 14 days before the Date Due.
Permanency Plan Review	When an Out of Home Placement is created, a date is entered in the 'Date removed from his or her home' field, and the placement is approved.	<p>When an Administrative Review Meeting is scheduled and the Meeting Completed checkbox is checked, the tickler is reset for one year from the date of the Administrative Review meeting. When a Legal Status with a legal action of 'Permanency Plan Review (6 months)', and Hearing Date is entered, and the verified checkbox is checked, the tickler is reset for one year from the Hearing Date. When a Legal Status with a legal action of 'Permanency Plan Hearing (annual)', a Hearing date is entered, and the verified checkbox is checked, the tickler is reset to the earliest of three dates. Either one year from the Date of the Administrative Review meeting completed; one year from the date entered into the Hearing Date field on the Legal Status window with the action value of Permanency Plan Review (6 months); or six months from the date entered into the "Hearing Date" field on the Legal Status window where the Legal Action is 'Permanency Plan Hearing (annual)' and the verified checkbox is checked.</p> <p>The original tickler is deleted, and NO new tickler is created when: the Out of Home Placement is ended the 'Discharge Reason' field is completed; or the Out of Home Placement is ended with reason: 'Placement made in error.'</p>	The Permanency Plan Review is due 6 months from the date the Out of Home Placement with a date entered in the 'Date removed from his or her home' field is approved. This tickler will display on the worker's Tickler tab 60 days before the Date Due.
Permanency Plan Hearing	When an Out of Home Placement is created, a date is entered in the 'Date removed from his or her home' field, and the placement is approved.	<p>When an Administrative Review Meeting is scheduled, and the Meeting Completed checkbox is checked; or a Legal Status with a legal action of 'Permanency Plan Review (6 months)', and Hearing Date is entered, and the verified checkbox is checked, the tickler will be reset to the earliest of three dates. Either six months from Administrative Review meeting date; or six months from Hearing date on the Legal Status; or one year from the 'Date removed from his or her home' field on the Out of Home Placement for the first tickler created. When a Legal Status with a legal action of 'Permanency Plan Hearing (annual)' is entered, a Hearing date is entered, and the verified checkbox is checked, the tickler is reset for one year from the date entered in the Hearing Date field.</p> <p>The original tickler is deleted, and NO new tickler is created when: the Out of Home Placement is ended and the 'Discharge Reason' field is completed; or the Out of Home Placement is ended with reason: 'Placement made in error.'</p>	The Permanency Plan Hearing is due 1 year from the date the Out of Home Placement with a date entered in the 'Date removed from his or her home' field is approved. This tickler will display on the worker's Tickler tab 60 days before the Date Due.



WiSACWIS Knowledge Web

[http://apps3.dhfs.state.wi.us/wisacwis/knowledge\\_web/index.htm](http://apps3.dhfs.state.wi.us/wisacwis/knowledge_web/index.htm)